



MASSACHUSETTS

Workforce Investment Act

WIA Communication No. 03-06

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Career Center Directors
Title I Administrators
Title I Fiscal Officers
DET Regional Directors
DET Area Directors

cc: WIA State Partners

From: Jane Edmonds, Director
Department of Labor and Workforce Development

Jack King, Director
Division of Employment and Training

Jonathan Raymond, President
Commonwealth Corporation

Date: March 21, 2004

Subject: **FY2004 Modification Instructions**

Purpose: The purpose of this policy is to provide instructions to the Local Workforce Investment Boards (LWIBs) on the preparation and submission of FY2004 modifications

- to the Five-Year Plan
- to the DET MOU

for the operation of the One-Stop Career Center (OSCC) service delivery system.

Policy: The LWIB, with agreement and signature of the Chief Elected Official (CEO), is responsible for preparing and submitting modifications to the Five-Year Local Plan and the DET MOU.

Action

Required: Review this document and provide copies of it to individuals who will be responsible for preparing the Local Plan modifications.

References: Workforce Investment Act of 1998
WIA Final Regulations 20 CFR Part 652, §661-355
Wagner-Peyser Act, as Amended
WIA Communications:

02-10 Plan Modification Instructions for FY 2003
02-12 FY 2003 WIA Title I MOU Modification Instructions
02-18 Instructions and Guidance for the Completion of FY 2003
Memoranda of Understanding for DET Programs

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Filing: Please file this in your notebook of previously issued WIA Communication Series Issuances as #03-06.

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WIA FIVE-YEAR LOCAL PLAN FISCAL YEAR 2004 MODIFICATION

LOCAL PLANNING INSTRUCTIONS

INTRODUCTION

The nation's workforce development system is approaching a historic crossroads. After three years of implementation, the Workforce Investment Act of 1998 is set to expire on September 30, 2003. If we choose to take the high road, reauthorization gives us a chance to make timely improvements. Standing at this crossroads, local workforce investment boards across the nation have the opportunity to capitalize on upcoming legislative changes by pulling together key stakeholders and partners to rethink their regional approach and make decisions to charter new ground.

The goal at the federal, state and local levels is the same: to continue to transform and integrate the One-Stop Career Center delivery system into a cohesive network that responds quickly and effectively to changing economic conditions. Our challenge at the state and local levels is to develop a strategy that showcases the One-Stop Career Centers as the premiere workforce development delivery system for the Commonwealth.

The United States Department of Labor established five principles to guide WIA reauthorization and consequently the future direction of the nation's workforce development system:

- First, strengthen the governance structure of the workforce investment system. Streamline state and local workforce investment boards and strengthen the state role.
- Second, support more comprehensive operations of the One-Stop Career Center system by creating a new way to fund infrastructure costs.
- Third, better target adult services by consolidating funding streams into one network that will increase state flexibility and customer accessibility;
- Fourth, better serve at-risk youth by targeting services to school dropouts, court-involved youth and young people transitioning out of foster care; and
- Fifth, ensure greater accountability by focusing on the most important outcomes and by eliminating burdensome and duplicative requirements.

The Massachusetts Department of Labor and Workforce Development (DLWD) continues to push forward a reform agenda that mirrors the five federal priorities to maximize agency strengths and streamline management to create "common sense" service delivery -- crystallizing the Governor's management approach nicknamed, "Common Sense for the Commonwealth."

In an effort to streamline and increase the effectiveness of workforce development programs, the Department of Labor and Workforce Development (DLWD) is taking the lead to better integrate its agencies. In that regard, there will be a shifting of programs between the Commonwealth Corporation (CommCorp) and the Division of Employment and Training (DET.)

All programs currently residing at the Commonwealth Corporation associated with the One-Stop Career Center operations will move to DET. These programs include: Rapid Response, the Entrepreneurial Training Program, Trade/NAFTA, National Emergency Grants (NEGs).

CommCorp will have a new focus and organizational design. Its new mission is the development and cross agency coordination of programs to improve the skill base of Massachusetts's incumbent and emerging (youth) workforce. The new organization will have three areas of focus; Youth Programs, Innovation – Interagency Program Development, and Research and Evaluation.

Staff from the three agencies will be working during the next several months to ensure a July 1, 2003 transition date. At no time during the transition will services to our customers be affected.

During FY2004, plan modifications should reflect the five principles set forth by the federal government and reinforced by the state Administration. During FY2004, the State will continue to collaborate with local areas to move the system in a forward direction in the following ways.

- **Developing a strategy to streamline the internal regional administration and service delivery of WIA and non-WIA related programs** through WIA mandated partner One-Stop memoranda of understanding or sub-contracting. The State will continue to work with state level partners to resolve some of the issues surrounding MOUs based upon issues identified by local Workforce Investment Boards.
- **Crafting a regional strategy with WIA and non-WIA related partners to develop the capacity to collect data for the Core Performance Measures** approved by Massachusetts workforce partners;
- **Continuing to seek alternative and non-traditional sources of funding.** This should be done not only because traditional employment and training federal funding allocations may continue to diminish, but also to broaden the base and scope of program possibilities. Funds should be sought that enhance and strengthen an area's overall workforce development strategy.
- **Continuing to integrate programs not mandated by the WIA legislation**, such as TANF, employer-based training for incumbent workers, financial aid for post-secondary programs, Workforce Training Fund, Extended Care Career Ladder Initiative, Building Essential Skills through Training (BEST) Initiative, and Adult Basic Education, by aligning data reporting, programmatic outcome requirements and evaluation to the Core Performance Measures.

As DLWD expands its leadership role and increases its impact on the workforce development system, one of its main focuses is to work with local policy makers to meet the many upcoming challenges in Fiscal Year 2004.

Streamlining the FY2004 Planning Process

Fiscal Year 2004 (July 1, 2003 – June 30, 2004) constitutes the final year of the Five Year-Plan and MOU cycle that began with Fiscal Year 2000, the initial year of the Workforce Investment Act implementation in Massachusetts. In each of the intervening years the Commonwealth has required local areas to submit annual modifications to reflect changes in the Five-Year Plan and MOUs.

Previously, the modification instructions for the Five-Year Plan issued by the Department of Labor and Workforce Development (DLWD), the Title III MOU issued by the Division of Employment and Training (DET), and the Title I MOU issued by Commonwealth Corporation (CommCorp) were delineated in three separate documents and transmitted in three distinct WIA Communications. Each of the three documents contained a list of narrative questions, planning forms, assurances, and signatory sheets. To streamline the process for Fiscal Year 2004:

1. Instructions for all three modifications will be issued *in a single document*;
2. The local areas will submit all modifications *in a single document*;
3. Responses to narrative questions are necessary only to indicate the significant changes; local Boards are asked not to re-submit text from prior years' planning submissions. Please submit only new narrative that describes significant changes from prior years.
4. Assurances have been consolidated and presented herein for local review, but shall be incorporated *by reference only* in the local modification document;
5. The necessary planning forms have been compiled *in a single package*, and should be submitted in *a single package*. The Word versions of the forms appear in this document. Excel versions of some of the forms are also available in a separate attachment.

<p style="text-align: center;">PLANNING SCHEDULE Five-Year Local Plan and MOU Modification Instructions for FY2004</p>
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March 14	FY2004 Modification Instructions issued
April 2	The Operator's Meeting at the Milford Public Library will be followed by a Planning Question and Answer Session
May 9	Local Modifications submitted by CEOs & LWIBs to State
June 13	State Partners' Joint Review of Local Modifications
June 28	State Approvals of Local Modifications sent to CEOs and LWIBs
July 1, 2003	Beginning of Fiscal Year 2004

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NARRATIVE QUESTIONS

FIVE-YEAR PLAN, NARRATIVE QUESTIONS

A. Local Labor Market Analysis

In order to ensure that the services provided under the Workforce Investment Act address relevant labor force and employer needs, an analysis of local labor market conditions is a critical component of the planning process. An understanding of the economic trends that shape the local labor market environment is essential in developing an appropriate mix of employment and training services which will support economic growth and development efforts.

Please describe any significant changes in local labor market conditions that have occurred since the submission of the Five-Year Plan (and subsequent modification) which will result in a shift of emphasis in the service mix available through the local One-Stop delivery system. This analysis should **describe any significant changes** that have an impact in any of these four areas:

1. The current industry employment trends, with an emphasis on the identification of industries experiencing either major growth or decline.
2. The projected industry and occupational employment opportunities.
3. The job skills and training requirements necessary for employment in targeted industries and occupations.
4. The education and training needs of individuals in your labor market area.

LMI for FY2004 planning will be available on compact disc (*Labor Market Information for FY2004 Planning*) by mid April. CDs will be distributed by mail to all workforce development partners (Workforce Investment Board Chairs, Workforce Investment Board Directors, Title I Administrators, Career Center Directors, DET Regional Directors and DET Area Directors) who may be working on the FY2004 plans. Additional copies will be available from DET's Office of Economic Analysis on request by calling 617-626-5744.

The use of additional sources of information, including results from employer surveys, local advisory groups, special reports and any other source of relevant local labor market information is encouraged.

B. Workforce Development System Capacity Building

The leadership of the LWIB, in collaboration with the CEO of the region, is the key element in building an integrated workforce development system. The ultimate goal of the WIA is to create a comprehensive, flexible, and responsive local system that extends well beyond the partners and programs traditionally associated with local employment and training efforts.

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1. The expansion of resources for employment and training services provided in the local workforce system should be a major objective of the LWIB. How does the LWIB intend to maximize its opportunities for securing additional resources? Are there specific federal, state, local or private funding opportunities which the LWIB intends to pursue? How does the LWIB plan to insure that additional resources are integrated into the local workforce system? Please describe how the LWIB will work in collaboration and agreement with the CEO in regards to the preparation of the WIA Plan Modification budget. *(No response is necessary unless substantial changes from the prior year are planned.)*
2. Strategic planning efforts conducted by an LWIB should lead to the development of a comprehensive and integrated workforce development system. Please describe where the LWIB is in its strategic planning process. Describe the process and indicate what partners participated in this process. *(No response is necessary unless substantial changes from the prior year are planned.)*
3. The local board, in partnership with the chief elected official, is responsible for conducting oversight of the local workforce development system. Please describe the process used by the LWIB to oversee the performance of the local workforce development system. Provide an overview of the LWIB's approach to performance oversight (including the steps in this process). Indicate what partners participate in the process and describe their roles. What types of data are collected? How is it collected and analyzed? How are the results of the analysis used to improve the performance of the local workforce development system? *(No response is necessary unless substantial changes from the prior year are planned.)*
4. What steps will the LWIB take to ensure the development of Memoranda of Understanding (MOUs) with all required partners during FY2004? Are there additional non-mandated partners with whom the LWIB intends to develop an MOU? *(No response is necessary unless substantial changes from the prior year are planned.)*

C. One-Stop Delivery System

This section provides information on the delivery of services through the OSCC, delineating the partners, the services to be delivered and the methods to be employed by the LWIB and the OSCC to ensure continuous quality improvement and customer input.

Please describe in your response to questions 1 through 10 any significant changes related to the following key elements of One-Stop service delivery since your FY2000-FY2003 Five-Year Local Plan and modifications were submitted.

(No response is necessary to questions 1 through 10 below unless there are substantial changes from prior years' plan.)

1. Describe any changes in the vision of the Chief Elected Official (CEO) or the LWIB related to the development of an integrated workforce delivery system.
2. If access to core services for all required partners is not available through at least one comprehensive OSCC in your region, please explain why.

3. If there have been changes to the core services to be provided through the OSCC since your original plan submission, please describe.
4. If there have been changes to the way your OSCC ensures universal access to services for employers and job seekers, please describe.
5. If there have been changes in the methodology used to determine appropriate service needs of customers, please describe and provide a revised customer flow chart and narrative.
6. Describe any changes in your planned services to youth.
7. Please list all current partners in your OSCC (or OSCCs).
8. Please describe how you will coordinate services available through the OSCC with other workforce development, educational and youth programs in your region. For example: HIBs, ECCLI, USDOL Discretionary Grants, School-to-Career Connecting Activities for Youth, Youth Opportunity Grants, Workforce Training Fund, BEST, and Adult Basic Education, etc.
9. Please describe the results of your customer feedback mechanisms during the past year and how you have utilized this feedback to make changes in your OSCC.
10. What continuous quality improvements have you implemented during the past twelve months? Describe any future activities you have planned for the next twelve months.

D. Training Strategy

Describe only significant changes from the overall training strategy for youth, adults and dislocated workers outlined in your Fiscal Year 2001 Plan and subsequent modification. *(No response is necessary unless there are substantial changes from prior years' plan.)* Indicate how any changed strategy relates to your analysis of the types of education and training appropriate for your labor market area (taking into account labor market changes that may have occurred over the course of the year). The information provided here should correspond to specific training plans outlined in local partner MOUs. Include, as applicable, discussion of the following types of education and training services:

- occupational skills training
- school-to-career programs
- entrepreneurial training
- on-the-job training
- employed worker training
- skills upgrading and retraining
- job readiness training
- adult basic education and literacy activities
- customized training

Additionally, according to Section 663.145 of the Workforce Investment Act Final Regulations, WIA Title I formula funds allocated to local areas for adults and dislocated workers must be used to provide core, intensive, and training services through the One-Stop delivery system. Local boards determine the most appropriate mix of these services, but all three types must be available for both adults and dislocated workers.

Please indicate how your area will provide training to customers during FY2004 with WIA Title I funds. *(No response is necessary unless there are substantial changes from prior years' plan.)*

E. Youth Activities

The following three questions were included in the FY2001, FY2002 and FY2003 planning instructions. Provide a new response **only if** your Youth Council has developed a different strategy for FY2004 than was submitted in previous modifications. *(No response to the items below is necessary unless there are substantial changes from the prior year.)*

1. How will your youth program and its activities be connected to the One-Stop delivery system, including which youth services, if any, will be provided through the One-Stop Career Center? If not provided through One-Stop Career Centers, where and how will they be provided?
2. Describe how your service delivery design will assure that Title I Youth Activities are provided not as a stand alone activity, but as part of an array of services available in the local area including, for example, School-to-Career, local education providers, Job Corps, CBOs, and juvenile justice programs. Please include the following:
 - referrals and coordination with appropriate service, training and education programs that have the capacity to serve Title I Youth either on a sequential or concurrent basis to Title I Youth Activities;
 - referrals and coordination with appropriate service, training and education programs that have the capacity to serve youth who are not eligible for, or otherwise cannot be served in Title I Youth Activities.

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3. Describe whether your Youth Council has completed any of the following activities, and whether it has taken the results of such activities into account in developing a WIA youth service plan. *(No response is necessary unless substantial changes from the prior year are planned.)*

Analytical Activity	Youth Council has completed this task	Youth Council has used the results in developing a WIA service plan
1. An analysis of the education, workforce, and youth development status of the youth population within the local workforce investment area.		
(b) A ‘map’ or documentation of available federal, state, local, and private programs and resources available in your local workforce investment area to support youth development		
(c) An inventory, description or assessment of the type and availability of youth development services available in your local workforce investment area, together with an identification of service gaps.		
(d) Development of coordinated service planning across youth development resources (<i>i.e.</i> , beyond Title I WIA funds).		
(e) A process for identifying successful providers of local youth activities.		
(f) A process for encouraging program improvement by local youth service providers.		

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TITLE I ADULTS and DISLOCATED WORKERS NARRATIVE QUESTIONS

A. Core, Intensive and Training Services

1. Employers and job seekers (age 18 years and older) will have universal access to basic/core services of the OSCC. Please describe how Title I staff will be involved in the provision of basic/core services for individuals. List the basic/core services that will be provided and the level of Title I staff involvement in delivering the services. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
2. Since resources are limited, universal access does not mean unlimited access to any and all services. Describe how resource allocations to core, intensive or training services (including the timing of their delivery) have been made consistent with the needs of customers and with the state's commitment to the quality of performance outcomes and not simply the quantity of services delivered. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
3. What measures will be used to assure that universal access individuals who need or wish to pursue additional Title I services are identified and referred for Title I eligibility determination and registration? *(No response is necessary unless substantial changes from prior year MOU are planned.)*
4. Describe, if different from the basic/core services listed above, the additional Title I core services that will be provided to individuals who have been referred for Title I eligibility determination and registration. Please describe the additional core services and level of staff involvement in delivering the services. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
5. Describe the procedures to identify the skill levels and service needs of adult and dislocated workers in order to access intensive services. Please describe the intensive services and level of staff involvement in delivering the services. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
6. Describe the procedures to identify the skill levels and service needs of adult and dislocated workers in order to access training services. Describe methods for identifying skilled, labor-shortage occupations in growth industries and how Title I resources, in partnership with other programs, will increase the supply of trained workers. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
7. Describe the criteria that you will use to determine whether funds allocated to the local area for adult intensive and training services are limited, and the process by which any priority for services will be applied. For additional guidance see the Title I Eligibility Policy. *(No response is necessary unless substantial changes from prior year MOU are planned.)*

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8. Describe how the services to be provided are appropriate to the demographics of the area labor force. Please describe strategies to serve special populations that may include displaced homemakers, low-income individuals, recipients of public assistance, older individuals, limited English speakers, applicants with basic skills deficiencies, veterans, etc *(No response is necessary unless substantial changes from prior year MOU are planned.)*

B. Describe the Individual Training Account (ITA) system in your workforce investment area, including the following:

1. Describe the criteria and process whereby a customer will be determined to be eligible to obtain an ITA for training services. Clearly articulate the eligibility criteria. Describe the role of the case manager in this process. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
2. Describe the range of assessment services that will be available to enable customers to determine that, with their current set of skills, they are unable to obtain or retain employment that leads to self-sufficiency, and to choose the appropriate program of training based upon their previous experience, educational skill levels, aptitudes, and interests and self-sufficiency needs. Reference particular tools and instruments that will be used during the assessment process. Describe career center staff capability and credentials to administer these tools and instruments. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
3. Describe the process for assuring that customers have the information they need to make informed choices regarding training decisions. At a minimum:
 - a) Explain how informed customer choice will be maximized.
 - b) Detail the role of the case manager.
 - c) Describe labor market and occupational information resources available to customers.
 - d) Explain how the State List of Eligible Training Providers will be made available to customers and utilized.

(No response is necessary unless substantial changes from prior year MOU are planned.)

4. Provide an overview description of the types of training services that will be provided through use of ITAs. Provide an explanation of how this determination was made. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
5. How will the service content of an individual customer's ITA be determined *(No response is necessary unless substantial changes from prior year MOU are planned.)*

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6. Describe the local board's policy related to ITA limitations. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
 - a) Will there be an ITA dollar value limitation per customer? If yes, what factors were considered in establishing the dollar value limitation?
 - b) Has the local board established ITA dollar value ranges? If yes, describe the ranges and explain the rationale for developing the scheme of ranges.
 - c) Has the local board established minimum and/or maximum levels for duration or intensity of training? If yes, what factors influenced the determination of these levels?
 - d) How will the dollar value of an individual customer's ITA be determined?
7. Describe procedures in place at the career center to ensure that customers access Pell Grants and other forms of grant assistance, including Trade, prior to the expenditure of WIA Title I funds for training. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
8. Describe the method by which funds for training will be transferred to the provider on the customer's behalf. How does this methodology achieve administrative efficiency to ensure prompt customer access to training? *(No response is necessary unless substantial changes from prior year MOU are planned.)*
9. Describe the tuition refund policy. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
10. Describe the coordination between the Title I adult and dislocated worker training activities and the Massachusetts unemployment insurance system to assist participants to attend training programs while receiving benefits, including Unemployment Insurance, Section 30, and Trade *(No response is necessary unless substantial changes from prior year MOU are planned.)*

C. Support Services And Needs Related Payments

1. Support services may be provided to adults and dislocated workers in core, intensive and training services. Will support services be provided? If yes, briefly describe the support services to be provided, and the circumstances under which they will be provided. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
2. Needs related payments may be provided to adults and dislocated workers who are unemployed, who do not qualify for unemployment compensation, and who are enrolled in training services. Will needs-related payments be provided? If yes, briefly describe the needs related payments to be provided, and the circumstances under which they will be provided. *(No response is necessary unless substantial changes from prior year MOU are planned.)*

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D. Procurement and Individual Training Accounts

1. Describe the competitive process to be used to award grants and contracts for activities carried out under Title I for adults and dislocated workers, including the Individual Training Account process. Please specify the means that will be used to contract with providers, such as vouchers. . *(No response is necessary unless substantial changes from prior year MOU are planned.)*
2. It is the intention of the Commonwealth of Massachusetts that the majority of training services will be provided through the customer-driven, market-based ITA system. For exceptional circumstances, though, WIA has made provision for training services to be provided outside of the ITA system at WIA section 134 (d)(4)(G)(ii). The four types of exceptional circumstances are indicated below. Does your area intend to provide training services within the exclusions to the ITA system listed below? . *(No response is necessary unless substantial changes from prior year MOU are planned.)*
 - a) On-the-Job Training? If yes, please describe.
 - b) Customized Training? If yes, please describe.
 - c) Group Contracts Exception? Programs may be procured by group contract if the local board has determined that there are an insufficient number of eligible providers of training services in the local area to accomplish the purpose of a system of individual training accounts. Do you intend to use this exception? If yes, please list the training program(s) and the provider(s).
 - d) Special Populations Exception? Programs may be procured for a special population if the local board has determined that there is a training services program of demonstrated effectiveness offered in the local area by a community based organization or another private organization to serve special participant populations that face multiple barriers to employment. Do you intend to use this exception? If yes, please respond to the following:
 - i. Identify the “special population” to be served by this training program. Provide a description of the characteristics of and barriers to employment faced by this population.
 - ii. List and describe the criteria used by the local workforce investment board to determine demonstrated effectiveness. Criteria may include, but are not limited to:
 - A. Financial stability of the organization
 - B. Measures appropriate to the program including program completion rate; attainment of skills, certificates or degrees the program is designed to provide; placement after training in unsubsidized employment, and retention in employment
 - C. The relevance of the specific program to the workforce investment needs of the local area

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TITLE I YOUTH ACTIVITIES NARRATIVE QUESTIONS

A. Youth Services

1. Describe your service delivery design for each of the following youth activities:
 - eligibility determination – 20 CFR § 664.200;
 - objective assessment – WIA § 129(c)(1)(A); and
 - development of an individual service strategy – WIA § 129(c)(1)(B).

(No response is necessary unless substantial changes from prior year MOU are planned.)
2. Describe your local service design and discuss how you will provide eligible youth with access to each of the ten program elements described in WIA § 129(c), including follow-up services. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
3. Describe your strategy to serve youth that have significant barriers to employment. These include youth with substantial language or cultural barriers, who have been adjudicated as offenders, or are homeless. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
4. How will your youth program and its activities be connected to the One Stop delivery system? Describe which services, if any, will be provided through the One-Stop Career Center. *(No response is necessary unless substantial changes from prior year MOU are planned.)*
5. Describe how your service delivery design will assure that Title I Youth Activities are provided not as a stand alone activity, but as part of an array of youth development services available in the local area including, for example, local education providers, health and human services providers, Job Corps, CBOs, foster care, and juvenile justice programs. In addition, please describe how you will use:
 - referrals and coordination with appropriate service, training and education programs that have the capacity to serve Title I youth either on a sequential or concurrent basis to Title I youth activities;
 - referrals and coordination with appropriate service, training and education programs that have the capacity to serve youth who are not eligible for, or otherwise cannot be served in, Title I youth activities.

(No response is necessary unless substantial changes from prior year MOU are planned.)

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6. Since stand-alone summer employment is no longer permissible under WIA, local areas must pay careful attention to how summer employment opportunities will be connected to year round services. With respect to your plans for summer activities, discuss:

- your process for selecting service providers for summer employment;
- how summer employment will be linked to academic and occupational learning;
- how summer employment will be integrated into a comprehensive year-round strategy in which youth have access to all ten required WIA program elements;
- how you will provide a minimum of twelve months follow-up services.

(No response is necessary unless substantial changes from prior year MOU are planned.)

B. Enrollment and Eligibility

1. If the local board has adopted youth eligibility definitions or other youth eligibility policies beyond those found in the Title I Eligibility Policy, please describe those here.

(No response is necessary unless substantial changes from prior year MOU are planned.)

2. Up to five percent of youth participants served by youth programs in a local area may be individuals who do not meet the income criteria for eligible youth, provided that they fall within one or more of the categories as described in WIA § 129(c)(5). Describe whether and how your local area will use this 5% window.

(No response is necessary unless substantial changes from prior year MOU are planned.)

3. The Workforce Investment Act requires that at least thirty percent (30%) of Title I youth funds shall be used to provide activities to out-of-school youth. Describe your plan to meet this requirement.

(No response is necessary unless substantial changes from prior year MOU are planned.)

4. The Workforce Investment Act provides that eligible individuals, ages 18 through 21, may participate in Title I adult and youth programs concurrently. Local program operators may determine, for individuals in this age group, the appropriate level and balance of youth and/or adult services. Please describe how you will provide for concurrent enrollment in youth and adult services; including how the concurrent funding streams will be tracked; and how you will ensure that services are not duplicated.

(No response is necessary unless substantial changes from prior year MOU are planned.)

C. Youth Service Providers

1. Describe the competitive process and criteria to be used to award grants and contracts for services carried out under Title I youth.

(No response is necessary unless substantial changes from prior year MOU are planned.)

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2. Describe the process and criteria your Youth Council will use to identify effective and ineffective youth services and providers of such activities. .
(No response is necessary unless substantial changes from prior year MOU are planned.)
3. Describe your plan to provide continuous performance review and evaluation, technical assistance and monitoring to ensure that local programs comply with federal, state and local requirements for youth activities under WIA.
(No response is necessary unless substantial changes from prior year MOU are planned.)

WAGNER-PEYSER and ASSOCIATED PROGRAMS, NARRATIVE QUESTIONS

A. Wagner-Peyser Employment Services Narrative Questions

1. Please list and briefly describe any new core and intensive services that will be available to job seeker customers for FY 2004 that will be based on your 90% Wagner-Peyser allocation.
(No response is necessary unless substantial changes from prior year MOU are planned.)
2. Please list and briefly describe any new core and intensive services that will be available to business customers for FY 2004 that will be based on your 90% Wagner-Peyser allocation.
(No response is necessary unless substantial changes from prior year MOU are planned.)
3. Describe how 10% Wagner-Peyser funds will be utilized in your local area for FY 2004. As part of your response, indicate the planned level of 10% funding associated with each activity/use listed.
(No response is necessary unless substantial changes from prior year MOU are planned.)

B. Unemployment Insurance Narrative Questions

1. Describe any changes regarding the provision of employment and training related services to UI claimants in FY2004.
(No response is necessary unless substantial changes from prior year MOU are planned.)
2. Describe any changes/enhancements regarding the coordination between UI program services and Rapid Response activities planned for FY 2004.
(No response is necessary unless substantial changes from prior year MOU are planned.)
3. Describe any planned strategies to improve communication between the local UI Telephone Claim Center (UITCC) and the One-Stop Career Center(s) in FY 2004.
(No response is necessary unless substantial changes from prior year MOU are planned.)

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C. Veterans Narrative Questions

1. Describe any changes in LVER/DVOP assignments or outstation locations planned for FY 2004.
(No response is necessary unless substantial changes from prior year MOU are planned.)
2. Describe any changes regarding how employment and training related services will be provided to veterans in FY 2004.
(No response is necessary unless substantial changes from prior year MOU are planned.)
3. Describe any changes regarding how LVER/DVOP staff will be supervised/evaluated in FY 2004.
(No response is necessary unless substantial changes from prior year MOU are planned.)

D. State Line Item For One-Stop Career Centers

1. There are currently no restrictions associated with the use of State appropriated funds for the One-Stop Career Centers. Please describe how the State appropriated funds will be used in support of One-Stop Career Center activities during Fiscal Year 2004. In your response, please indicate the level of cost associated with each specific use.
(No response is necessary unless substantial changes from prior year MOU are planned.)

E. Skill Start

1. On FY 2004 Wagner-Peyser & Associated Programs Budget form, please indicate the level of Skill Start staff resources allocated to your workforce investment area.

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ASSURANCES

A. TITLE I ADULT, DISLOCATED WORKER AND YOUTH ASSURANCES

1. COMPLIANCE

The Applicant must comply with the Workforce Investment Act of 1998 as Amended and its implementing Regulations found at 20 CFR Part 652, et al. The Applicant must comply with policies issued by Department of Labor and Workforce Development, the Division of Employment and Training, and the Commonwealth Corporation. The applicant must comply with other applicable Federal, State, County and local laws, statutes, and regulations.

2. USE OF FUNDS & AUDIT REQUIREMENTS

Funds shall subject to WIA fiscal and administrative requirements. All Applicants must comply with applicable Federal Cost Principles, Federal Audit Requirements, and Office of Management and Budget (OMB) Regulations and Circulars, as applicable.

3. NONDISCRIMINATION EMPLOYMENT & EQUAL OPPORTUNITY

As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I--financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs. The grant applicant also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I--financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I--financially assisted program or activity. The grant applicant understands that the United States, Massachusetts, Division of Employment and Training, and the Commonwealth Corporation have the right to seek judicial enforcement of this assurance.

4. NONPARTICIPATION IN SECTARIAN ACTIVITIES

WIA Title I funds may not be spent on the employment or training of participants in sectarian activities. Participants must not be employed under Title I of WIA to carry out the construction, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place of religious worship. However, WIA funds may be used for the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship if the organization operating the facility is part of a program or activity providing services to WIA participants.

5. POLITICAL ACTIVITIES, LOBBYING PROHIBITION

The Applicant may not use any WIA Title I funds and none of the services to be provided by the Applicant may be used for any partisan or non-partisan political activity or to further the election or defeat of any candidate for public office. The Applicant will comply, where applicable, with the provisions of the Hatch Act, which limit the political activity of certain State and local government employees, along with contractors, subcontractors and participants funded through the use of WIA funds. The Applicant shall comply with 29 CFR 93 regarding the restrictions on lobbying and the Certification and Disclosure requirements pursuant to Section 319 of Public Law 101-12.

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CERTIFICATION REGARDING DEBARMENT

The Applicant certifies, that neither it nor its principals:

- Are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- Have within the 3 year period preceding this Application been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property.
- Are presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with the commission of any of the offenses enumerated in paragraph (b) above.
- Have within the 3 year period preceding this application had one or more public transactions (Federal, State or local) terminated for cause or default.

6. HEALTH AND SAFETY

Appropriate standards for health and safety in work and training situations will be maintained. All training and/or instruction provided to participants under the WIA program will take place in an environment where appropriate standards for health, safety and comfort are maintained. Participants in on-the-job training operated with WIA funds as defined in 20 CFR Part 663.700, are subject to the same health and safety standards established under State and Federal law which are applicable to similarly employed employees, of the same employer, who are not participants in programs under WIA. Facilities will be adequately heated and ventilated; with adequate toilet, rest and lunch areas; easy access to potable water; and separate and clearly delineated non-smoking areas.

7. NEPOTISM

No Applicant will hire a person in an On-The-Job Training position, administrative capacity or consultant position funded under WIA if the individual or a member of his/her immediate family is employed in the administrative capacity of DOL, DLWD, DET, Commonwealth Corporation or the Applicant. The Applicant agrees to inform Division of Employment and Training of any potential violation of the nepotism restriction.

8. UNIONIZATION AND ANTI-UNIONIZATION

No WIA funds shall in any way be used to either promote or oppose unionization.

9. GRIEVANCE PROCEDURE POLICY

Applicants must establish and maintain a procedure for grievances and complaints according to the requirements of 29 CFR 667.600.

10. 30 DAY PUBLIC REVIEW AND COMMENT

The Applicant agrees to comply with The Workforce Investment Act requirement found at Section 661.345 to provide at least a thirty (30) day period for comment, beginning on the date on which the proposed local plan is made available, prior to its submission to the Governor. Comments that express disagreement with the plan must be submitted with the plan.

11. RAPID RESPONSE MEMORANDUM OF AGREEMENT

The Applicant agrees to coordinate local dislocated worker activities with the Statewide Rapid Response Unit in accordance with Rapid Response Policy to be issued by the Commonwealth Corporation and to enter into a Memorandum of Agreement with the Statewide Rapid Response Unit regarding Rapid Response Procedures in the local area.

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FINANCIAL RECORDKEEPING, COST PRINCIPLES AND COST ALLOCATION

The Applicant agrees to maintain all financial records, and to develop and follow cost allocation procedures that are in compliance with GAAP, Federal Cost Principles, all applicable OMB Circulars, and policies to be issued in the future by the Commonwealth. These include, but are not limited to, the following OMB Circulars:

- A-21, Cost Principles for Educational Institutions (10/27/98)
- A-87, Cost Principles for State and Local Governments (5/4/95, amended 8/29/97)
- A-122, Cost Principles for Non-Profit Organizations (5/19/98)
- A-102, Grants and Cooperative Agreements with State and Local Governments (10/7/94, amended 8/29/97)
- A-110, Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations (11/19/93, amended 9/30/99)
- A-133, Audits of States, Local Governments, and Non-Profit Organizations (6/24/97).

12. FUNDS OF LAST RESORT

The Applicant shall take sufficient actions to assure that WIA programs will not be charged when other assistance is available. Applicant shall be responsible for ensuring the filing of applications for Pell Grant or Supplemental Education Opportunity Grant (SEOG) assistance or any other assistance available for each Participant enrolled in a Pell Grant or SEOG approved course. The Applicant shall reduce the amount due to the Applicant, or remit to the Career Center the portion of the Pell Grant to be applied to the cost of tuition, fees and books, if received after the termination of training. No compensation shall be earned or deemed payable for services provided to a WIA program participant to the extent that any such services are paid for, directly or indirectly, through a Pell Grant (or Supplemental Education Opportunity Grant (SEOG)) by Trade, or by any other source.

B. WAGNER PEYSER AND ASSOCIATED PROGRAM ASSURANCES

Pursuant to the requirement at §121(c)(B) of the Workforce Investment Act, this section delineates specific assurances with regard to the performance of workforce investment related activities provided in conjunction with the local Wagner-Peyser allocation. By signing this Memorandum of Understanding, the parties certify that:

1. UNIVERSAL ACCESS

The Board assures that the local one-stop system [as described in Part 662.100 (b) of the Workforce Investment Act, and §7 (e) of the Wagner-Peyser Act, as amended; and in accordance with all relevant state policies and procedures] will provide universal access to all Wagner-Peyser funded labor exchange services. The Board also assures that core and applicable intensive services, including staff-assisted labor exchange services, will be provided in at least one physical center in the local area.

2. REPORTING

The Board assures that the local one-stop system (in accordance with all relevant state policies and procedures) will collect data on customer characteristics, service/activity participation, and outcomes consistent with the requirements of the Massachusetts One Stop Employment System (MOSES) so as to ensure the integrity of all federal and state reporting requirements.

3. ALIEN LABOR CERTIFICATION – AGRICULTURAL

The Board assures that the local one-stop system (in accordance with all relevant state policies and procedures, and as required under provisions for the equitable delivery of labor exchange services at 20 CFR Parts 651, 653 and 658) will: identify Migrant and Seasonal Farm Worker (MSFWs) customers; refer such identified customers to appropriate job openings, training opportunities and any other workforce investment services as needed; conduct appropriate follow-up with employers and other applicable service providers; and report all relevant activities through MOSES.

4. ALIEN LABOR CERTIFICATION – NON-AGRICULTURAL

The board assures that the local one-stop system (in accordance with all relevant state policies and procedures, and consistent with provisions for the hiring of non-U.S. workers at 20 CFR Part 656) will assist job seekers to comply with the requirement of forwarding two resumes to the DET Special Programs/Alien Labor

Certification unit for consideration of their qualifications with regard to a specified employer job order. There are no reporting requirements applicable to local one-stop service providers with regard to this section.

5. **WORK OPPORTUNITY TAX CREDIT (WOTC) and WELFARE-TO-WORK (W-T-W) TAX CREDIT**

The board assures that the local one-stop system (in accordance with all relevant state policies and procedures) will determine eligibility of interested customers as members of targeted groups; and assist interested customers to complete related documentation including IRS Form 8850 Work Opportunity Credit Pre-screening Notice and Certification Request, and DOL Form ETA-9062 Conditional Certification. Issuance of final certifications will remain a central administrative responsibility of DET. There are no reporting requirements applicable to local one-stop service providers with regard to this section.

6. **GENERAL QUALITY ASSURANCE:**

The board assures the local one-stop system will carry out all activities relevant to the provision of labor exchange services under the Wagner-Peyser Act, as Amended, in accordance with all federal/state policies and procedures. The board also assures this local Memorandum of Understanding (MOU) which must be included as part of the local plan required at § 118(b)(2)(B) of the Workforce Investment Act, has been developed in concert with the DET Area Director (or other DET designee). The board further assures that a schedule for the monitoring of local one-stop activities associated with the delivery of labor exchange services, provided on the basis of the local allocation of Wagner-Peyser funds, will be developed and agreed upon in concert with the DET Employment Service Policy and Systems (ESPS) Department. Additionally, the board assures that DET shall have full access to all one-stop career center staff, records, systems, data, books, accounts, correspondence and other documentation necessary to carry out its program evaluation responsibilities as authorized under Section 7(a)(3)(A) of the Wagner-Peyser Act, as Amended, related to local provision of program services described in this MOU. The board also agrees that DET, in order to effectively carry out its responsibilities, may conduct on-site evaluation activity that is either with, or without, advance notice. The board also assures that local staff training relevant to the delivery of labor exchange services will be developed and agreed upon in concert with DET's ESPS Department.

7. **EQUAL OPPORTUNITY/AFFIRMATIVE ACTION COMPLIANCE**

The board assures that the local one-stop system (in accordance with the federal requirements at 29CFR, Part 34 and all relevant state policies and procedures) will operate a formal complaint system as described at 20CFR §658.400-658.500 with regard to the execution and/or results of labor exchange services and activities provided under the Wagner-Peyser Act, as amended. The board also assures that the local one-stop system will appoint an Equal Opportunity Officer to ensure compliance with the regulatory requirements cited above.

C. UNEMPLOYMENT INSURANCE ASSURANCES

In accordance with Section 121 (c) (2) (B) of the Workforce Investment Act, this section delineates the specific assurances with regard to the performance of workforce investment related activities provided in conjunction with the Unemployment Insurance program. By signing this agreement the parties are certifying that they adhere to these assurances.

1. **UNIVERSAL ACCESS**

The LWIB assures that the local one-stop system will provide universal access to all Unemployment Insurance programs and services.

2. **REPORTING**

The LWIB assures that the operators of the local one-stop career centers will participate in the Worker Profiling for designated UI claimants. The LWIB further assures that the local one-stop operators will collect data on profiled claimant service/activity participation, outcomes and results, including conformance with the Worksearch Plan activities, through the Massachusetts One Stop Employment System (MOSES).

3. **SECTION 30/TAA/NAFTA**

The LWIB assures that the operators of the local one-stop career centers will provide timely and appropriate services for any claimant wishing to apply for benefits under either Section 30 of the Massachusetts UI program or the TAA/NAFTA programs and conform to the regulations controlling these programs.

4. ACCESS TO UI INFORMATION

The LWIB assures that the operators of the local one-stop career centers and other one-stop partners, as appropriate, will use any information received from the UI system about claimants solely for the purpose of providing reemployment services to UI claimants. The LWIB further assures that all information on UI claimants received by the one-stop partners will be used in a manner that is consistent with state and federal confidentiality statutes.

5. INTEGRATION

The LWIB assures that the one-stop delivery system will fully integrate the Unemployment Insurance program into the full range of available career development services.

6. MONITORING/EVALUATION

The board assures that a schedule for the monitoring of local one-stop activities associated with the delivery of services to Unemployment Insurance customers will be developed and agreed upon in concert with the DET Employment Service Policy and Systems (ESPS) Department. Additionally, the board assures that DET shall have full access to all one-stop career center staff, records, systems, data, books, accounts, correspondence and other documentation necessary to carry out its program evaluation responsibilities as authorized under Section 7(a)(3)(A) of the Wagner-Peyser Act, as Amended, related to local provision of program services described in this MOU. The board also agrees that DET, in order to effectively carry out its responsibilities, may conduct on-site evaluation activity that is either with, or without, advance notice.

D. VETERANS ASSURANCES

The following assurances describe the elements of universality, customer choice, integration and performance which have been identified as key factors for the efficient functioning of one-stop delivery systems in the Workforce Investment system. These elements are applicable to all the program components and activities listed below and relative to priority services for veterans and other eligible persons.

1. INTAKE, ASSESSMENT and REGISTRATION

A. UNIVERSALITY:

Veterans will be allowed to register at all locations at which registration is offered, using standardized data elements as prescribed by Federal guidelines through the MOSES system. Veterans' needs will be assessed to determine the provision of core services, intensive services, and training services, as needed, in all one-stop delivery systems. If veterans' needs cannot be met at the point of intake, veterans will be referred promptly to the appropriate service provider. Access to LVER and DVOP staff will be provided through the one-stop delivery system, if requested by a veteran.

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B. CUSTOMER CHOICE:

Veterans will be encouraged by one-stop delivery system staff to self-identify in order to establish their eligibility for priority services. Veterans will be provided the options to:

- self-register for core services
- request assessment for intensive services; and/or
- request assessment for training services as appropriate to meet their needs. Veterans will be provided maximum access to America's Labor Market Information System (ALMIS) including both printed and electronic data.

C. INTEGRATION:

Qualified veterans will be provided priority in all services provided under the Wagner-Peyser Act at the point of intake and in assessment for all services.

D. PERFORMANCE:

Performance will be measured by comparing needs of veterans as identified at the point of intake with the service provided at the point of exit. Measures of performance will be client-centered and outcome-oriented and will include timeliness of services provided.

2. MEDIATED and NON-MEDIATED SERVICES IN PLACEMENT, DEVELOPMENT OF JOBS and JOB TRAINING OPPORTUNITIES

A. UNIVERSALITY:

Veteran one-stop delivery system customers assessed as being “job ready” will be provided with priority access to job information services, including all types of job referrals. In those instances where appropriate job listings are not available, veterans will be instructed in the use of self-directed job search techniques and technology. Veterans who are unsuccessful in accessing job opportunities will be identified and provided job development services.

B. CUSTOMER CHOICE:

Veterans will be provided with maximum access to labor market information. Services provided will be customer driven. Where available, veterans will be trained in the use of technology, Internet resources, and other career information delivery systems including ALMIS.

C. INTEGRATION:

DVOP and LVER staff will provide technical assistance and staff training to one-stop delivery system staff relative to programs, resources and the priority of services for veterans. LVER staff, as functional supervisors for veteran services, will make recommendations to one-stop delivery system operators for improvements in services to veterans. DVOP and LVER staff will be responsible for case management of veterans' service delivery, and where feasible, provide direct services or assist one-stop delivery system staff in the provision of priority services for veterans under the Wagner-Peyser Act.

D. PERFORMANCE

The Division of Employment and Training will be responsible for assuring priority services for veterans leading to achievement of performance standards for veterans' services within the one-stop delivery system. The LWIB acknowledges that it must attain the measures of performance for veterans' services established through the Veteran's Performance Indicators of Compliance (VPIC).

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3. OUTREACH/OUT-STATIONING OF LVER/DVOP STAFF

A. UNIVERSALITY

LVER and DVOP staff will provide outreach services to veterans at Service Delivery Points (SDPs) that have no LVER or DVOP assigned. DVOPS and LVERS will also conduct outreach to employers, community agencies, veterans' organizations, etc. and share the information gained from these contacts to Service Delivery Point staff.

B. CUSTOMER CHOICE

Veteran customers will be provided with options to obtain assistance at out-stationed sites during scheduled outreach visits, at full service centers, or by electronic access from other points.

C. INTEGRATION

LVER/DVOP staff assigned to OSCCs will be completely integrated into the operation of the Center.

D. PERFORMANCE

Measures of performance will include an annual assessment by the State VETS Director of all formal and informal agreements established to facilitate priority of services for veterans in one-stop delivery systems, including out-station and outreach sites.

4. FEDERAL CONTRACTOR PROGRAM (FCP) and VETERANS' PREFERENCE for FEDERAL JOBS

A. UNIVERSALITY

Federal Contractor Program job information and listings of Federal jobs will be available at all One-Stop Career Centers through the MOSES system. LVER staff designated as monitors for the workforce investment area will provide training to one-stop delivery system staff relative to the Federal Contractor Job Listing Program and Complaint systems as well as the Federal employment opportunities for veterans.

B. CUSTOMER CHOICE:

Veteran customers will be provided both printed and electronic Federal Contractor Program and Federal job information, including information relative to filing complaints with the State VETS Director. Federal Contractors and Federal Agencies will be provided with recruitment assistance in accordance with their obligation for Affirmative Action and veterans' preference requirements pursuant to 38 U.S.C., Chapter 42.

C. INTEGRATION:

The FCP and Federal job opening listings will be integrated into the MOSES system to assure that veteran customers, Federal Contractors and Federal Agencies have full access to job listings, qualified applicants and program information. Veterans will be provided information in the filing of complaints as necessary. LVER and DVOP staff will provide technical assistance and staff training to one-stop delivery system staff relative to Federal Contractor Programs.

D. PERFORMANCE:

Performance will be measured by surveying customer satisfaction with FCP assistance provided by one-stop delivery system staff, and by evaluation of the quality and timeliness of services provided by LVER/DVOP staff.

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5. CASE MANAGEMENT SERVICES FOR TARGETED VETERANS

A. UNIVERSALITY:

Case Management services for targeted veterans will be provided by LVER and DVOP staff and appropriate one-stop delivery system staff. Targeted veterans include: recently separated veterans; disabled veterans; veterans with a campaign badge; minority and/or female veterans; and any veteran with a barrier to employment. These Case Management services will parallel similar services provided for other customers within one-stop delivery systems.

B. CUSTOMER CHOICE:

Case Management services for targeted veterans will be client focused and client driven. Targeted veterans will be provided choices based upon need and the resources available to meet those needs. When necessary and when appropriate, clients will be assisted in accessing resources outside the one-stop delivery systems.

C. INTEGRATION:

Case Management services for veterans through the LVER and DVOP staff will include the resources of the one-stop delivery system and the Department of Veterans Affairs Vocational Rehabilitation & Counseling (VR&C) system.

The Veterans' Employment and Training Service (VETS) will define the procedures and services to be provided to targeted veteran clients who are case managed.

Case Management training at the National Veterans Training Institute (NVTI) will be requested for those one-stop delivery system staff, DVOP staff and LVER staff who will be providing case management services to veterans.

D. PERFORMANCE:

Measures of Performance will track veterans who have been referred to the one-stop delivery system for Case Management Services by the DVA. Measures of Performance will include the number of such veterans referred, the number of such veterans entered into case management, and the outcomes resulting from case management. Common definitions of data will be negotiated between VETS, the one-stop delivery system administrator and the DVA VR&C to insure standardized reporting of outcomes by each system.

6. ROLE AND RESPONSIBILITIES OF WAGNER PEYSER SERVICE PROVIDER MANAGEMENT AND STAFF IN THE PROVISION OF SERVICES TO VETERANS.

A. UNIVERSALITY:

Under the terms of this Memorandum of Understanding, LVER and DVOP staff can receive guidance from the one-stop delivery system operator. However, compensation, personnel actions and terms and conditions of employment, including performance appraisals and accountability of merit-staff employees will remain under the authority of the DET. LVERs assigned to one-stop systems will monitor and provide quarterly reports to their one-stop delivery system operator on the universality of veteran services provided by one-stop delivery system staff and the access and receipt of these veteran services.

B. CUSTOMER CHOICE:

To assist customers to make an informed choice, one-stop delivery systems will provide information during the intake process that advises veterans of the advantages of registration to access special programs and services for veterans and the availability of special staff to discuss employment issues.

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C. INTEGRATION:

One-stop delivery system operators will encourage and promote all programs participating in the Workforce Investment system to provide the maximum of employment and training opportunities to veterans.

D. PERFORMANCE:

One-stop delivery system operators will be responsible for assuring priority services for veterans where Wagner-Peyser, LVER, DVOP or public employment service resources are used. Measures of Performance to be achieved for services to veterans are as stated on the locally developed Wagner-Peyser Performance Level Chart and through the three (3) federally mandated standards contained in the Veteran's Performance Indicators of Compliance (VPIC) and described in Veterans Program Letter No.10-02 issued on July 2, 2002 that are listed below.

E. VETERANS PERFORMANCE MEASURES

Veterans Job Seeker Entered Employment Rate (%)

Veterans Job Seeker Employment Retention Rate @ 6 months

Veterans Job Seeker Entered Employment Rate Following Receipt of Staff-Assisted Services

FY 2003 data will provide the basis for establishing the State baselines for each of the measures listed above. Upon establishment of the State baselines, instructions for developing the local performance levels will be distributed.

F. MONITORING/EVALUATION

The board assures that a schedule for the monitoring of local one-stop activities associated with the delivery of Veterans' services will be developed and agreed upon in concert with the DET Employment Service Policy and Systems (ESPS) Department. Additionally, the board assures that DET shall have full access to all one-stop career center staff, records, systems, data, books, accounts, correspondence and other documentation necessary to carry out its program evaluation responsibilities as authorized under Section 7(a)(3)(A) of the Wagner-Peyser Act, as Amended (and consistent with duties described in the "Special Grants Section" for Program Requirements for Local Veterans Employment Representatives section 10 of the Assurances for the Disabled Veterans' Outreach Program/Local Veterans' Employment Representative Grant), related to ensuring compliance of the local provision of program services for veterans described in this Section. The board also agrees that DET, in order to effectively carry out its responsibilities, may conduct on-site evaluation activity that is either with, or without, advance notice.

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PLANNING PACKAGE CHECKLIST AND SUBMISSION INSTRUCTIONS

Please indicate each item that is being submitted.

_____ Planning Package Checklist and Submission Instructions (form)
_____ FY 2004 Narrative Modifications and Statement of Assurances (form)

Five-Year Plan

_____ Overall Performance Goals (form)
_____ Integrated Budget Summary (form)
_____ Summary Sheet by Region (form)

MOU

_____ Title I Program Summary for Adults and Dislocated Workers (form)
_____ Title I Program Summary for Youth (form)
_____ Title I Budget Summary (form)
_____ Title I Performance Goals (form)
_____ Title I Performance Adjustments Narrative (for adjustments/negotiations proposed)
_____ Wagner-Peyser, UI and Veterans FY 2004 Program Summary (form)
_____ Wagner-Peyser and Associated Programs Budget (form) and Narrative

_____ Duration and Principal Signatories (form)

Submit an original and 2 copies of the signed Plan/DET MOU Modification package to:

Jane Edmonds, Director
Department of Labor and Workforce Development
One Ashburton Place, Room 2112
Boston, MA 02108
Attention: Jennifer Kadlick

Jennifer Kadlick will distribute the copies to DET and CommCorp

FY2004 NARRATIVE and ASSURANCES STATEMENT

(This form must be completed and submitted)

Assurances

We, the parties to this FY2004 Modification to the WIA Five-Year Plan and DET MOU, have reviewed the text of the Assurances for each partner program. The Assurances are incorporated by reference into this submission of the FY2004 Modifications.

Narrative

We, the parties to this FY2004 Modification to the WIA Five-Year Plan and DET MOU, have reviewed the Narrative Questions for each program and our Narrative Responses in prior years' modifications. Modifications to our narrative responses for FY2004 are indicated below. We submit these modifications with knowledge and acceptance of our roles and responsibilities for the workforce development system and for the One-Stop Career Center service delivery system as specified in the Workforce Investment Act of 1998, and in the Final Regulations at 20CFR Part 652.

Five-Year Plan: *(check one below)*

- ☐ There have been no significant changes from prior years' narrative modifications.
- ☐ There have been significant changes from prior years' modifications, as described below:
Please copy and paste the number and text of the question(s) for which you are providing a new response.

Adults and Dislocated Workers: *(check one below)*

- ☐ There have been no significant changes from prior years' narrative modifications.
- ☐ There have been significant changes from prior years' modifications, as described below:
Please copy and paste the number and text of the question(s) for which you are providing a new response.

Youth: *(check one below)*

- ☐ There have been no significant changes from prior years' narrative modifications.
- ☐ There have been significant changes from prior years' modifications, as described below:
Please copy and paste the number and text of the question(s) for which you are providing a new response.

Employment Service, Unemployment Insurance, Veterans and State Appropriation:

- ☐ There have been no significant changes from prior years' narrative modifications.
- ☐ There have been significant changes from prior years' modifications, as described below:
Please copy and paste the number and text of the question(s) for which you are providing a new response.

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FIVE-YEAR PLAN MODIFICATIONS

COMPLETING THE OVERALL PERFORMANCE GOALS FORM

Program Column

1. Total customers (Basic and Full): Total individuals served in one or more of the LWIB's programs.
2. Wagner-Peyser/Employment Service (include DVOP/LVER Veteran Programs)
3. Formula Title I Adult Program Enrollments
4. Formula Title I Dislocated Worker Program Enrollments
5. Formula Title I Youth Program Enrollments
- 7-18. Other Individual Partner Programs (possible inclusions):

Performance Category Line Items

- A. Total Customers served (new registrants and active carry-in, excluding those receiving only follow-up services)
 1. Breakout of prior year carry-in including those in Line A total
- B. Of the total on Line A, the number enrolled in training or education, or youth activity, etc. (excludes OSCC core/intensive services)
- C. Of the total on Line A, the number to enter employment ("Hires", "Obtained Employments" and "Found Suitable Employments")
- D. Total number of individual businesses served, including those placing job orders and those receiving other OSCC and LWIB services
- E. Total services provided to business customers (for "Total Customers" category only)

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COMPLETING THE INTEGRATED BUDGET SUMMARY (Form)

This budget is intended to capture the planned expenditures for programs administered by the LWIB and/or through WIA-required partners via cash revenue to support the operation of the OSCC.

Where a partner contributes staff, services, space or equipment instead of cash revenue, this should be indicated in the Budget Narrative, but not in the Integrated Budget Summary.

Required partners under WIA must contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program (§662.270 WIA Final Regulations).

All funding must be expended in accordance with the guidelines and requirements associated with each funding source.

The total budget line for each fund type displayed on the Integrated Budget Summary should reflect the FY2004 allocation as well as carry-in from FY2003 where authorized by a funding source. Appropriate lines are provided to distinguish new revenue from prior-year carry-in.

Planned expenditures should be consistent with the expenditures reflected in the Memorandum of Understanding, Resource Sharing Agreement and additional budget documents negotiated by the LWIB with each funding source.

Changes in the total amount of funding to be received from Required Funding Sources at any point during FY2004 will require a resubmission of the Integrated Budget Summary.

Integrated Budget Summary Narrative (Required)

Attach a budget narrative in sufficient detail to explain the nature of the items included in each category and to indicate partners' non-cash contributions. The budget narrative is a required submission.

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Expenditure Categories

Please enter the CASH REVENUE amounts into each appropriate category and funding column consistent with the requirements, limitations and budget documents required by WIA, OMB and the administrator of each funding source. Please also note in the narrative only where non-cash contributions are being made.

LWIB Activities:

Please enter the amount of funds planned to support LWIB activities, including the LWIB fiscal agent, if different from the career center - local fiscal agent.

FA Activities:

Please enter the amount of funds planned to support the activities of the WIA fiscal agent.

Other Activities:

Please enter the amount of funds planned to support activities other than those of the LWIB, the WIA fiscal agent or the One-Stop Career Center.

OS Activities:

Please enter the planned expenditures for the following cost categories:

Personnel Costs:

Please enter the cost of personnel services, including salaries (base, overtime, increases), fringe benefits and related costs.

NPS Costs:

Please enter the amount of non-personnel costs, not including the cost of facilities or subcontracts. These should include such items as equipment lease, purchase and maintenance; travel; supplies; memberships, etc.

Facility Costs:

Please enter the cost of facilities, including rent for leased facilities, facility management costs, security systems (including equipment, installation and security system maintenance and monitoring), utilities (gas, oil, electricity, water, sewage), building repairs and maintenance (state owned buildings), building maintenance (janitorial, pest control, trash, signage, etc.), landscaping, snow removal, construction and/or modular furniture amortization.

ITA Costs:

Please enter the amount of funds identified to support ITA-eligible individuals.

Training Costs:

Please enter the amount of funds planned to support customized or group training programs, contracted program services for youth, and other education and training activities and other programs.

Support Services Costs:

Please enter the amount of funds identified for support services, incentives and/or other payments to program participants.

Other Costs:

Please enter and identify in the narrative any costs not appropriate to be placed in one of the above categories such as overhead, indirect costs, etc.

Total Budget:

These totals should be consistent with the funds reflected in the MOUs signed with each fund source.

COMPLETING the FISCAL AGENT IDENTIFICATION

Identify the local WIA fiscal agent as selected by the CEO. Identify any other local fiscal agent(s) responsible for the disbursement of funds received by grant or allocation, i.e., Wagner-Peyser and others as appropriate. For each fiscal agent, include the following information:

1. Funds type
2. Contact Person
3. Agency Name
4. Street Address
5. City, State, Zip Code
6. Telephone
7. Fax
8. Email

COMPLETING the WIA PLAN SUMMARY SHEET

Please complete the “WIA Plan Summary Sheet”. We anticipate using these summary sheets to share with members of the State Workforce Investment Board (SWIB).

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FY2004 OVERALL PERFORMANCE GOALS

LWIB NAME: _____

PERFORMANCE CATEGORY	1 TOTAL CUSTOMERS	2 WAGNER-PEYSER	3 TITLE I ADULTS	4 TITLE I DISLOCATED WORKERS	5 TITLE I YOUTH
A. Total Individuals Served					
1. Prior Year Carry-In					
B. Training/Activity Enrollments					
C. Enter Employment					
D. Total Businesses Served					
E. Total Services to Businesses					

COLUMNS 6-15: OTHER PARTNER PROGRAM PERFORMANCE DETAIL

PERFORMANCE CATEGORY	6 PGM NAME:	7 PGM NAME:	8 PGM NAME:	9 PGM NAME:	10 PGM NAME:
A. Total Individuals Served					
1. Prior Year Carry-In					
B. Training/Education Enrollments					
C. Enter Employment					

PERFORMANCE CATEGORY	11 PGM NAME:	12 PGM NAME:	13 PGM NAME:	14 PGM NAME:	15 PGM NAME:
A. Total Individuals Served					
1. Prior Year Carry-In					
B. Training/Education Enrollments					
C. Enter Employment					

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FY2004 INTEGRATED BUDGET SUMMARY for the ONE-STOP CAREER CENTER

Name of LWIB											
	1	2	3	4	5	6	7	8	9	10	11
	W.P. 90%	W.P. 10%	Svcs to UI Clmnts	Vets DVOP/ LVER	OSCC Approp.	Title I Adults	Title I Dis. Wrkrs	Title I Youth	Title I Admin	Other	TOTAL
1. LWIB (Admin Only)											
2. Title I Fiscal Agent											
3. Other											
4. Career Center: -Personnel											
- NPS											
- Facilities											
- ITAs											
- Training											
- Sup. Svcs.											
- Other											
Career Center Subtotal											
T-1 Total (Row 1+2+3+4)											
New FY2004 Funds											
Prior Yr Carry-in Funds											
T-2 Total (New + Carry-in)											

Categories:

- | | | |
|-------------------------|---|--|
| 1. LWIB | - | Funds retained to support the activities/expenses of the LWIB. (Provide additional explanation in narrative) |
| 2. Title I Fiscal Agent | - | Funds used to support Title I Fiscal Agent activity |
| 3. Other | - | Funds used to support any entity other than the LWIB, Title I Fiscal Agent or Career Center |
| 4. Career Center | - | Career Center support salaries, fringe and related costs of personnel providing services through the OS delivery system. |
| Personnel | - | Career Center non-personnel costs, not including facilities or subcontracts |
| NPS | - | Career Center facilities costs |
| Facilities | - | Career Center ITAs (Individual Training Accounts) |
| ITAs | - | Career Center customized and group education, employment and training programs for youth and/or adults |
| Training | - | Career Center support services, incentives and/or other payments to One-Stop delivery system participants |
| Sup. Svcs. | - | Career Center "other" activities not appropriate to above categories. |
| Other | - | Subtotal of One-Stop Career Center costs |
| Career Center Subtotal | - | Total of LWIB / Fiscal Agent / Other / Career Center funding |
| T-1 Total | - | |
-
- | | | |
|-----------------------------|---|---|
| New FY 2004 Funds | - | List new FY2004 revenue |
| Prior Yr (FY 2003) Carry-in | - | List anticipated carry-in from prior year (FY 2003) |
| T-2 Total | - | Total of new plus carry-in funds |

NOTE: FOR RECONCILIATION PURPOSES, THE TOTALS IN LINES T-1 AND T-2 SHOULD AGREE.

2/13/03

[ATTACH INTEGRATED BUDGET SUMMARY NARRATIVE \(REQUIRED\)](#)

FISCAL AGENT(S) IDENTIFICATION
Submitted with the FY2004 Modifications to the Five-Year Plan

LOCAL WORKFORCE INVESTMENT BOARD NAME

Please include the following information for each fiscal agent named.

- 1. Funds type**
- 2. Contact Person**
- 3. Agency Name**
- 4. Street Address**
- 5. City, State, Zip Code**
- 6. Telephone**
- 7. Fax**
- 8. Email**

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WIA PLAN SUMMARY SHEET

Submitted with the FY2004 Modifications to the Five-Year Plan
For use by the State Workforce Investment Board

- 1. Local Workforce Investment Area:**
- 2. Local Workforce Investment Board Name:**
- 3. WIB Chair:**
- 4. Chief Elected Official:**
- 5. Career Center Executive Director:**
- 6. Total Budget:**
- 7. Major Additional Federal Grants:**
- 8. Major Cities:**
- 9. Major Industries:**
- 10. Other Highlights:**

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MOU MODIFICATIONS

Completing the Title I Program, Budget and Performance Forms

The following planning form and related questions must be completed for FY2004 Title I programs and submitted with the FY2004 Local Plan and DET MOU Modification.

1. Complete the form **Title I Program Summary for Adults and Dislocated Workers**, indicating planned participants, outcomes, and training activity enrollments. Enrollment of Title I participants in partner-funded training (e.g., Trade) should be counted in the activity section of the summary.
2. Complete the form **Title I Program Summary for Youth**, indicating planned participants, outcomes, and enrollments in the ten required program elements. Enrollment of Title I participants in program elements provided by other partners should be counted in the activity section of the summary.
3. Complete the form **Title I Budget Summary**, indicating planned expenditures for Title I Adult, Dislocated Worker, Youth and Local Administration allocations. In addition to overall expenditures, the Youth section of the Budget requests projections of the amounts to be spent on framework services (intake, assessment and individual service strategy), summer employment opportunities (operated by fiscal agent and/or competitively procured), and all other program elements (which must be competitively procured).
4. Specify the LWIB goals for each of the FY2004 Title I core performance measures on the attached form **Title I Performance Goals**.
5. **Description of Title I Performance Goals Adjustments or Proposed Negotiations**
If the proposed local **Title I Performance Goals** differ from the statewide level, describe the basis of the proposed adjustments. The baseline adjustments have been updated for FY2004 but the statewide performance remains, for now, at FY2003 levels¹. An updated summary of the baseline adjustments and the negotiation process (from WIA Communication 00-23) is provided.

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¹ The statewide performance levels are subject to change pending the Commonwealth's negotiations with the Department of Labor regional office. These negotiations will be complete prior to July 1, 2003 and additional guidance will be issued at that time.

**FY2004 WIA TITLE I PROGRAM SUMMARY FOR
ADULT AND DISLOCATED WORKER PROGRAMS**

WORKFORCE INVESTMENT BOARD: _____

ADULT PROGRAM	TOTAL
1. Participants (Total = 1.a + 1.b)	
a. New Enrollments during FY2004	
b. Carry-Overs from FY2003	
2. Program Exiters (Total = 2.a + 2.b)	
a. Enter Employment	
i. Average Hourly Wage at Placement	
b. Other Exit Reasons	
3. Carry-Out to FY2004 (Total = 1 – 2)	
4. Entered Employment Rate at Exit (2.a / 2)	
5. Total Participants in Training Activities (single count)	
a. Basic Education / Literacy Skills	
b. ESOL (ESL)	
c. Occupational Skills Training (ITA and Customized)	
d. On-the-Job Training	
6. Training Participants Obtaining Credential at Completion	
DISLOCATED WORKER PROGRAM	TOTAL
1. Participants (Total = 1.a + 1.b)	
a. New Enrollments during FY2004	
b. Carry-Overs from FY2003	
2. Program Exiters (Total = 2.a + 2.b)	
a. Enter Employment	
i. Average Hourly Wage at Placement	
b. Other Exit Reasons	
3. Carry-Out to FY2004 (Total = 1 – 2)	
4. Entered Employment Rate at Exit (2.a / 2)	
5. Number of Participants in Training Activities	
a. Basic Education / Literacy Skills	
b. ESOL (ESL)	
c. Occupational Skills Training (ITA and Customized)	
d. On-the-Job Training	
6. Training Participants Obtaining Credential at Completion	

**FY2004 WIA TITLE I PROGRAM SUMMARY FOR
YOUTH PROGRAMS**

WORKFORCE INVESTMENT BOARD: _____

YOUTH PROGRAM	OLDER (19-21)	YOUNGER (14-18)	TOTAL
1. Participants (Total = 1.a + 1.b)			
a. New Enrollments during FY2004			
b. Carry-Overs from FY2003			
c. Out-of-School Participants (non-add)			
2. Program Exiters (Total = 2.a + 2.b + 2.c + 2.d)			
a. Enter Employment			
i. Average Hourly Wage at Placement			
b. Enter Post-Secondary Education or Training			
c. Attending High School at Exit	NA		
d. Other Exit Reasons			
3. Carry-Out to FY2004 (Total = 1 – 2)			
4. Employment or Education Rate ((2.a+2.b)/(2-2.c))			
5. Enrollments by Ten Program Elements			
a. Tutoring and Dropout Prevention			
b. Alternative Secondary School, GED Prep, ESOL			
c. Summer Employment Opportunities			
d. Other Work Experience, Internships, OJT			
e. Occupational Skills Training			
f. Leadership Development Opportunities			
g. Adult Mentoring			
h. Comprehensive Guidance and Counseling			
i. Supportive Services			
j. Follow-up Services			
6. Obtained Credential at Completion (Older)		NA	NA
7. Attained HS Diploma or Equivalent (Younger)	NA		NA

FY2004 WIA TITLE I BUDGET SUMMARY

WORKFORCE INVESTMENT BOARD: _____

ADULT PROGRAM	FY2004	FY2003	TOTAL
1. Total Funds Available (1.a + 1.b + 1.c)			
a. New Obligational Authority		NA	
b. Carry-In Funds	NA		
c. Transfer from/to Dislocated Worker (+ / -)			
2. Total Expenditures			
a. Training Expenditures			
3. Carry-Out to FY2004 (1 – 2)		\$ 0	
DISLOCATED WORKER PROGRAM	FY2004	FY2003	TOTAL
1. Total Funds Available (1.a + 1.b + 1.c)			
a. New Obligational Authority		NA	
b. Carry-In Funds	NA		
c. Transfer from/to Adult Program (+ / -)			
2. Total Expenditures			
a. Training Expenditures			
3. Carry-Out to FY2004 (1 – 2)		\$ 0	
YOUTH PROGRAM	FY2004	FY2003	TOTAL
1. Total Funds Available (1.a + 1.b)			
a. New Obligational Authority		NA	
b. Carry-In Funds	NA		
2. Total Expenditures (2.a + 2.b)			
a. Out-of-School (30% minimum)			
b. In-School			
3. Carry-Out to FY2004 (1 – 2)		\$ 0	
4. Activity Expenditures Breakout			
a. Framework Services			
b. Summer Employment Activities			
c. Other Program Elements (Contracts)			
LOCAL ADMINISTRATION	FY2004	FY2003	TOTAL
1. Total Funds Available			
a. New Obligational Authority		NA	
b. Carry-In Funds	NA		
2. Total Expenditures			
3. Carry-Out to FY2004 (1 – 2)		\$ 0	

NOTE: Carry-out for any fund source should not exceed 20% of new obligational authority.

FY2004 WIA TITLE I PERFORMANCE GOALS		
CORE PERFORMANCE MEASURES	FY2004 ² STATE LEVELS	FY2004 LOCAL GOALS
ADULT MEASURES		
1. Entered Employment Rate	73%	
2. Employment Retention Rate	82%	
3. Earnings Gain (Post-Program - Pre-Program)	\$3,900	
4. Employment and Credential Rate	60%	
DISLOCATED WORKER MEASURES		
5. Entered Employment Rate	79%	
6. Employment Retention Rate	89%	
7. Earnings Replacement Rate (Post-Pgm / Pre-Pgm)	94%	
8. Employment and Credential Rate	60%	
OLDER YOUTH (19-21) MEASURES		
9. Entered Employment Rate	65%	
10. Employment Retention Rate	79%	
11. Earnings Gain (Post-Program - Pre-Program)	\$3,350	
12. Credential Rate	50%	
YOUNGER YOUTH (14-18) MEASURES		
13. Skill Attainment Rate	74%	
14. Diploma (or Equivalent) Attainment Rate	57%	
15. Employment or Education Retention Rate	56%	
CUSTOMER SATISFACTION MEASURES		
16. Average Participant Index Score	72	
17. Average Employer Index Score	72	
ADJUSTMENTS TO LOCAL PERFORMANCE GOALS		
Local Goals Include BASELINE ADJUSTMENTS (Yes / No)*		
Local Goals Include PROPOSED NEGOTIATIONS (Yes / No)*		
* Attach a summary of factors used in standard baseline adjustments and/or proposed negotiations.		

² The statewide performance levels are subject to change pending the Commonwealth's negotiations with the Department of Labor regional office. These negotiations will be complete prior to July 1, 2003 and additional guidance will be issued at that time.

Performance Adjustment Narrative
Summary of Factors Used in Performance Adjustments and/or Proposed Negotiations
FY2004 WIA Title I Performance Goals

WORKFORCE INVESTMENT BOARD NAME

This form must be submitted to indicate if the Board is adopting the State Levels for FY2004, or instead is taking adjustments and/or proposing negotiations. Please indicate below the statement(s) that apply. If (b) and/or (c) are checked, provide summaries according to instructions on the following pages.

- _____ (a) The Board adopts the FY2004 State Levels for FY2004 Local Goals.
- _____ (b) Standard Baseline Adjustments have been taken. (Summarized below).
- _____ (c) The Board requests negotiation of one or more measures. (Summarized below)

Title I Performance Measures: Revised FY2004 Baseline Adjustments

The following charts provide data for some potential local adjustments to the statewide levels of performance on the core performance measures. The adjustments have been revised and updated from the initial data provided in WIA Communication 00-23 (June 7, 2000). These charts include adjustments to be associated with specific levels of service to hard-to-serve participant target groups or with certain economic conditions. Proposed adjustments to local performance levels that are based on these data should be described in a narrative following the Title I Performance Goals summary.

The following charts are based on FY2002 reports on WIA Title I performance and service levels. The baseline factors were selected if there was a demonstrated performance impact (e.g., the entered employment rate for dropouts was lower than the overall adult rate). The ranges were established by reviewing the variation by local area as compared to the statewide average for each factor, i.e., by calculating the standard deviation for each factor. Thus, the ranges reflect the estimated impact of serving specific target groups, or having economic factors, at a level that is one or two standard deviations higher than the statewide averages in FY2002.

The performance measures may be adjusted downward by the amount indicated, based on planned or estimated service levels for FY2004 for the various factors. The total adjustment for any measure is the sum of the adjustments for each individual factor. For example, if it is planned or expected that high school dropouts will be 25% of adult participants and that welfare recipients will represent 50% of adult participants, an adjustment of “-3” can be taken for the adult entered employment, six month retention and credential measures.

Baseline Adjustments for Adult Entered Employment, Retention, and Credential Rates						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
HS Dropouts	Up to 20%	None	21% - 29%	- 1	30% & over	- 2
Limited English	Up to 12%	None	13% - 22%	- 1	23% & over	- 2
Disabled	Up to 10%	None	11% - 17%	- 1	18% & over	- 2
Welfare	Up to 30%	None	31% - 44%	- 1	45% & over	- 2
Unemployt. Rate	Up to 5.7%	None	5.8% - 6.9%	- 1	7.0% & over	- 2

Baseline Adjustments for Adult Earnings Gain						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
HS Dropouts	Up to 20%	None	21% - 29%	- 50	30% & over	- 100
Limited English	Up to 12%	None	13% - 22%	- 50	23% & over	- 100
Disabled	Up to 10%	None	11% - 17%	- 50	18% & over	- 100
Welfare	Up to 30%	None	31% - 44%	- 50	45% & over	- 100
Area Wage	Over 40,000	None	33 – 40,000	- 200	27 – 33,000	- 400

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Baseline Adjustments for Dislocated Worker Entered Employment, Retention, and Credential Rates						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
HS Dropouts	Up to 11%	None	12% - 18%	- 1	19% & over	- 2
Limited English	Up to 8%	None	9% - 19%	- 1	20% & over	- 2
Disabled	Up to 5%	None	6% - 9%	- 1	10% & over	- 2
Age 55 or Older	Up to 14%	None	15% - 19%	- 1	20% & over	- 2
Unemploymt. Rate	Up to 5.7%	None	5.8% - 6.9%	- 1	7.0% & over	- 2

Baseline Adjustments for Dislocated Worker Earnings Replacement Rate						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
HS Dropouts	Up to 11%	None	12% - 18%	- 1	19% & over	- 2
Limited English	Up to 8%	None	9% - 19%	- 1	20% & over	- 2
Disabled	Up to 5%	None	6% - 9%	- 1	10% & over	- 2
Age 55 or Older	Up to 14%	None	15% - 19%	- 1	20% & over	- 2
Area Wage	Over 40,000	None	33 – 40,000	- 2	27 – 33,000	- 4

Baseline Adjustments for Older Youth Entered Employment, Retention, and Credential Rates						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
HS Dropouts	Up to 49%	None	50% - 64%	- 2	65% & over	- 4
Pregnant/Parent	Up to 10%	None	11% - 18%	- 1	19% & over	- 2
Disabled	Up to 10%	None	11% - 19%	- 1	20% & over	- 2
Lack Basic Skills	Up to 59%	None	60% - 69%	- 1	70% & over	- 2
Unemploymt. Rate	Up to 5.7%	None	5.8% - 6.9%	- 1	7.0% & over	- 2

Baseline Adjustments for Older Youth Earnings Gain						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
HS Dropouts	Up to 49%	None	50% - 64%	- 100	65% & over	- 200
Pregnant/Parent	Up to 10%	None	11% - 18%	- 50	19% & over	- 100
Disabled	Up to 10%	None	11% - 19%	- 50	20% & over	- 100
Lack Basic Skills	Up to 59%	None	60% - 69%	- 50	70% & over	- 100
Area Wage	Over 40,000	None	33 - 40,000	- 200	27 – 33,000	- 400

Baseline Adjustments for Younger Youth Skill Attainment, Diploma, and Retention Rates						
Factor	Service Level Range	Adjustment	Service Level Range	Adjustment	Service Level Range	Adjustment
Welfare	Up to 20%	None	21% - 29%	- 2	30% & over	- 4
Disabled	Up to 14%	None	15% - 24%	- 1	25% & over	- 2
Limited English	Up to 8%	None	9% - 15%	- 1	16% & over	- 2
Lack Basic Skills	Up to 59%	None	60% - 69%	- 1	70% & over	- 2
Unemploymt. Rate	Up to 5.7%	None	5.8% - 6.9%	- 1	7.0% & over	- 2

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Baseline Economic Factors For Performance Measures Adjustment		
Workforce Investment Area	CY2002 Rev. Unemployment Rate	FY2004 Baseline Adjustment
Berkshire County	4.7%	None
Boston	5.8%	- 1
Bristol County	5.7%	None
Brockton Area	5.3%	None
Cape Cod and Islands	4.5%	None
Franklin/Hampshire	3.8%	None
Greater New Bedford	7.2%	- 2
Hampden County	5.9%	- 1
Lower Merrimack Valley	7.8%	- 2
Metro North	4.8%	None
Metro South/West	4.2%	None
North Central	6.6%	- 1
Northern Middlesex	6.5%	- 1
South Coastal	4.6%	None
Southern Essex	5.0%	None
Southern Worcester	5.8%	- 1
Statewide Average	5.3%	

Baseline Economic Factors For Performance Measures Adjustment			
Workforce Investment Area	CY2001 Average Area Wage	FY2004 Baseline Adjustment Adult/Youth; Dislocated Worker	
Boston	\$62,296	None	None
Metro North	\$49,097	None	None
South Coastal	\$38,725	- 200	- 200
North Central	\$33,065	- 200	- 200
Southern Worcester	\$37,814	- 200	- 200
Metro South/West	\$53,598	None	None
Lower Merrimack Valley	\$41,733	None	None
Northern Middlesex	\$50,673	None	None
Southern Essex	\$37,357	- 200	- 200
Brockton Area	\$33,719	- 200	- 200
Bristol County	\$31,535	- 400	- 400
Greater New Bedford	\$29,479	- 400	- 400
Cape Cod and Islands	\$29,542	- 400	- 400
Berkshire County	\$31,175	- 400	- 400
Hampden County	\$32,617	- 400	- 400
Franklin/Hampshire	\$28,213	- 400	- 400
Statewide Average	\$45,285		

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Negotiation of Expected Levels of Title I Performance (from WIA Communication 00-23)

The state will review any proposed alternative factors submitted with the Title I Performance Goals chart and will compare the proposed performance levels with the statewide averages and with available baseline information. The negotiation process will take into account various factors with potential impact on expected levels of performance, including local differences in economic conditions, the characteristics of participants, and the services to be provided.

A review of the proposed local adjustments (if any) for each performance level, and the adequacy of any information local WIBs offer to substantiate each performance level, will be the core of the negotiation process. For any factors that are in addition to the above baseline adjustments, the state will analyze the quality of the data presented by the WIB, including the relevance of the data, the source and timeliness of the data, and if the data is part of a trend or anomalous. If, after its analysis, the state determines that the factors and adjustments do not support the performance levels proposed by the WIB, the state will negotiate with the local WIB to obtain mutually agreed upon expected levels of performance. The state will complete its analysis and negotiations in a timely manner, with final approval of the local performance measures to be provided as part of the Title I MOU plan review and approval process.

Examples of factors for negotiating expected levels of performance are listed below. The list has been taken from USDOL's TEGl 8-99, and includes some factors already included as potential baseline adjustments. This list of factors is not intended to be prescriptive or exhaustive, but to suggest the kinds of information that might be considered in the negotiation process.

Differences in Economic Conditions

Average annual wages	Unemployment rate
Rate of job creation/loss	New business start-ups

Characteristics of Participants

Indicator of welfare dependency	Indicator of educational level
Indicator of poor work history	Indicator of basic skills deficiency
Indicator of disability	Indicator of age
Other "hardest-to-serve" indicators	

Services to be Provided

Percentage of funds to be spent on training	Extent of follow-up services planned
Extent of experimental/pilot programs	Availability of non-Title I training funds

Other Factors That May Be Considered

Community factors such as the availability of transportation and daycare
Policy-objective factors such as evidence of the application of Malcomb Baldrige criteria
Pursuit of new or enhanced partnerships

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WAGNER-PEYSER, UI and VETERANS PROGRAM SUMMARY

Performance Category	Planned FY 2004 Activity
Total Wagner-Peyser Job Seeker Customers Served (meets MOSES definition of having received one service)	
Total Wagner-Peyser Customers who entered employment (meets MOSES definition of "Hired" or "Obtained Employment")	
Total Veteran Customers Served	
Total Profiled Claimants Served	
Total Business Customers Served	

INTRODUCTION of NEW PERFORMAMCE MEASURES

New, federally mandated Wagner-Peyser and Veterans performance measures went into effect July 1, 2002. FY 2003 data will provide the basis for establishing the FY2004 State baselines for each of the measures listed below. Upon establishment of the State baselines, instructions for developing the local performance levels will be distributed.

Wagner-Peyser Performance Measures

Job Seeker Entered Employment rate (%)
 Job Seeker Employment Retention Rate @ 6 months
 Job Seeker Customer Satisfaction
 Employer Customer Satisfaction

Veterans Performance Measures

Veterans Job Seeker Entered Employment Rate (%)
 Veterans Job Seeker Employment Retention Rate @ 6 months
 Veterans Job Seeker Entered Employment Rate Following Receipt of Staff-Assisted Services

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FY2004 WAGNER-PEYSER & ASSOCIATED PROGRAMS BUDGET											MOD #
WIB NAME:											DATE
	TITLE III WP 90%	TITLE III WP 10%	VETS DVOP	VETS LVER	U.I.	STATE One-Stop	SKILL START	OTHER	OTHER	OTHER	TOTAL
REVENUE - FY2003 Carry-in											\$0
- FY2004 New											0
TOTAL REVENUE	\$0	\$0				\$0	\$0	\$0	\$0	\$0	0
FUNDS FOR EXPENSES TO BE PAID BY DET											
Number of FTEs											0.0
A. PERSONNEL (Salaries/Fringe)											\$0
B. PREMISES (DET Att. D,E,F)											\$0
C. CAPITAL EXP. - FY 2004											\$0
- FY 2005											\$0
D. NON-PERSONNEL (NPS)											
1. Employee Support									0	0	0
2. Center Support											
-Copiers (DET Att. G1)											0
-Fax Machines (DET Att. G2)											0
-Telephone (DET Att. H1)											0
-Data Circuit (DET Att. H2)											0
3. MOSES Support (\$225)											0
Total NPS	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Subtotal-Expenses Paid By DET	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FUNDS FOR EXPENSES TO BE PAID BY WIB											
Number of FTEs											0.0
A. PERSONNEL (Salary/Fringe)											\$0
B. PREMISES (DET Att. D,E,F)											0
C. CAPITAL EXP. - FY 2004											0
D. NON-PERSONNEL (NPS)											
1. Employee Support											0
2. Center Support											
-Copiers (DET Att. G1)											0
-Fax Machines (DET Att. G2)											0
-Telephone (DET Att. H1)											0
-Data Circuit (DET Att. H2)											0
Total NPS	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E. OTHER (Specify)											0
Subtotal-Expenses Paid By WIB	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL Projected Expenses	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Prepared By _____ Title _____											(Rev 3-20-03)

NOTE: ATTACH BUDGET NARRATIVE (REQUIRED)

Duration and Principal Signatories

**Fiscal Year 2004 Modifications to the
Five-Year Local Plan and Memorandum of Understanding for Title I,
Wagner-Peyser and Associated Programs Funded through DET**

Name of Workforce Investment Board

DURATION OF MOU

These FY2004 Modifications to the Five-Year Plan and DET MOU shall be fully executed as of the date of signature below, and effective through June 30, 2004. The Five-Year Plan and MOU may be amended or modified if agreed to by all parties.

PRINCIPAL SIGNATORIES

Chief Elected Official (or Designee)	Date
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Workforce Investment Board Chair (or Designee)	Date
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Local Workforce Investment Board Director (or Designee)	Date
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Local Youth Council Coordinator (or Designee)	Date
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DET Area Director (or Designee)	Date
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DET Regional Director (or Designee)	Date
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Title I Fiscal Agent (or Designee)	Date
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